



# Palmerton TELEPHONE

A PENCOR COMPANY

Keeping you connected

[www.ptelco.com](http://www.ptelco.com)

**Customer Service**      **Repair Service**  
610-826-6650              610-826-3444

**Palmerton Office**        **Gilbert Office**  
610-826-2115              610-826-9321

**465 Delaware Avenue**  
**Palmerton, PA 18071**

# Customer Connection

May 2026

## From the Manager's Desk

Dear Valued Customer,

When you need directory assistance, think about dialing **4-1-1 directory assistance** to get any number, anywhere in America, to get connected! 4-1-1 offers the **same information as dialing other directory assistance numbers** (such as 555-1212) and it **costs less** (only 75 cents per call versus other directory assistance numbers that could cost as much as \$2.75 per call).

With 4-1-1 directory assistance, there are no sign up fees, no monthly fees, no registration fees and no commitment of any kind.

### OPTIONAL CALL CONNECT

4-1-1 Directory Assistance offers **Optional Call Connect**, where the operator can directly connect you to the number you are requesting for 25 cents per minute. However, you may be better off dialing the number yourself if you have a better rate through your existing telephone service plan.

### POTENTIAL SAVINGS USING 4-1-1

If you find yourself using 555-1212 directory service often, you could potentially save yourself a lot of money by using 4-1-1 directory service instead.

### PALMERTON TELEPHONE'S OWN LOCAL DIRECTORY ASSISTANCE

As a special courtesy to our own phone customers, Palmerton Telephone has our own local directory assistance number: **610-826-0411**. This number allows you to receive telephone numbers within the Palmerton Telephone service areas. **The first two uses of this number are FREE**; after that, each request is only 35 cents. Please note that this service is only for Palmerton Telephone customers and that unlisted numbers cannot be given out.

Thank You for Choosing Palmerton Telephone.

Best Regards,

**Tim Hausman**

General Manager,  
Palmerton Telephone Company



## Phone Feature of the Month: SELECTIVE CALL REJECTION

Palmerton Telephone's **Selective Call Rejection** allows you to automatically reject calls from directory numbers that you place on a predesignated screening list.

When someone on your **Selective Call Rejection** screening list tries to call you, they will receive an announcement indicating that the party they are trying to call does not wish to receive calls at this time.

### To use this service:

Dial \*60 (tone) or 1160 (rotary)

### To discontinue this service:

Dial \*80 (tone) or 1180 (rotary)

**Selective Call Rejection** is \$5.00 per month.

For more information,  
call **610.826.6650**.



## Community Calendar

If you'd like to see what's happening to benefit non-profit groups in our area, visit our

**Community Events Calendar** at [www.ptelco.com](http://www.ptelco.com). Just select the "Menu", and then "Community Calendar".



## WHY KEEP A LANDLINE in our "Mobile" world?

During network congestion or natural disasters where mobile towers and service are unavailable, landlines provide reliability, emergency preparedness, security, and continuity of service.

Traditional landlines provide a stable connection for emergency services - which can be crucial for elderly or vulnerable individuals.



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## May Brain Teaser

Palmerton Telephone is giving away a  
**\$25 Gift Card**  
to Claude's Creamery in Palmerton, PA.

You're in a dark room with a candle,  
a wood stove, and a gas lamp.  
You only have one match.  
Which do you light first?

### ALL ENTRIES MUST INCLUDE THE FOLLOWING:

Your Name, Address, and  
Daytime Telephone Number

#### To enter by email:

Send your answer and information to  
[ptcmarketing@ptelco.com](mailto:ptcmarketing@ptelco.com)  
with **May Brain Teaser** in the subject line.

#### To enter by mail:

Send a 3"x 5" index card  
with your answer and information to  
**May Brain Teaser**  
613 Third Street  
Palmerton, PA 18071

ENTRIES MUST BE RECEIVED BY 5/20/26

Good Luck!

### MARCH 2026 WINNER

**Congratulations to  
Tom Heinick**

of Kunkletown, PA.

Tom is the winner of a  
\$25 Gift Card to Claude's Creamery  
in Palmerton, PA.

### MARCH 2026 TRIVIA QUESTION

Name the next three letters in this combination:  
OTTFSS.

### MARCH 2026 TRIVIA ANSWER

ENT (for Eight, Nine, and Ten.

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## Product of the Month

### RoboBLOCK

Intrusive spam calls are frustrating and disrupt our daily lives - especially when we work from home or are enjoying precious family time.

The National Do Not Call Registry does not prevent these spam calls since the bad actors making these calls do not follow the law and often make these robo calls from all over the world to work around restrictions and preventative measures already in place.



**RoboBLOCK** identifies and filters out these scam and spam calls in real-time, eliminating many of these annoying and misleading calls from ever reaching your home phone.

The FCC allows phone companies to block robo callers using fake caller ID numbers upon request.

Palmerton Telephone offers **RoboBLOCK** for only \$1.00 per month to help block these calls and ensure that the majority of calls you receive are legitimate.

So, if you want to say goodbye to spam or scam interruptions and wasted time, contact us to add **RoboBLOCK** to your Palmerton Telephone home phone service.



### Order in May and get FREE ACTIVATION

For more information, visit our website at [www.ptelco.com](http://www.ptelco.com) or call Palmerton Telephone at **610.826.6650** to order.



### DID YOU KNOW

Scammers can record your voice during a scam call and use it to impersonate you in order to obtain money or access private information.